PURPOSE: This protocol clarifies the Bureau of Developmental Services (BDS) expectations for individuals who are experiencing prolonged stays (more than 24 hours) in the Emergency Department.

PROTOCOL: For individuals who are sitting in the Emergency Department for twenty-four hours or more, the Area Agency shall:

1. Notify their BDS Liaison regarding the situation.
2. Depending on the situation, BDS may request that the Area Agency Staff schedule a conference call to include the following, as appropriate. (Please ensure that there is a release on file):

   Provider Agency Staff (Residential and/or Day)
   Board Certified Behavior Analyst (BCBA)
   Outpatient Mental Health Therapist(s)
   Outpatient Primary Care Physician
   Psychiatrist
   Area Agency Service Coordinator
   Bureau Liaison
   Legal Guardian
   Emergency Department Staff
   Community Mental Health Center Emergency Department Staff
   START Coordinator
   Managed Care Organization Care Coordinator (MCO)
   Transitional Housing Staff

   The AA may want to consider:

3. Involving START if not already involved. If involved with START, contact the START Coordinator. If the Individual is not connected with START coordinator submit an emergency START referral.

4. If involved with mental health services, immediately notify outpatient treatment team including psychiatrist and therapist.

5. Request these providers directly contact the Emergency Department team to give their recommendations.

6. If a psychiatric hospitalization is recommended a referral should be placed immediately.
7. If the above process does not yield an acceptable outcome/solution for the individual then, consider placing a referral to Jennifer McLaren, M.D. (BDS Medical Director) to ensure that the individual’s needs are being assessed and evaluated.

Depending on the situation and/or circumstances, BDS may require regular updates regarding the status.

Dr. McLaren Referral Process:

Non-Emergent: Submit paper referral by Email or Fax to:

Sara Slawski
Programs Assistant
Special Medical Services
Thayer Building
129 Pleasant St.
Concord, NH 03301
Phone: (603) 271-4512
Fax: (603) 271-4902
Email: sara.slawski@dhhs.nh.gov

Emergent (Emergency Room Involvement): Have the START Coordinator contact Dr. McLaren directly by email with subject line: “Patient in Emergency Department”. START Coordinators will have the contact information for Dr. McLaren.